

Position Description

Director, Student Administration

Position No:	NEW
Business Unit:	Deputy Vice-Chancellor (Academic)
Division:	Student Administration
Department:	Student Administration
Classification Level:	ESMC2
Employment Type:	Full time, fixed term
Campus Location:	Bundoora
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Student Administration division manages administrative processes across the student lifecycle, from admission and enrollment to graduation. Reporting to the Deputy Vice-Chancellor, Academic, the Director, Student Administration will focus on improving and integrating student services from inquiry to graduation, aiming for a seamless experience. The Director will lead transformative initiatives that deliver institutional-wide impact on the student experience and operational excellence.

The Director oversees functional activities related to the student lifecycle, including admissions, scholarships, scheduling, exams, results, and administrative aspects of graduations. The Director is responsible for developing, enhancing, and delivering effective and efficient student administration services and support to stakeholders to assist the university in meeting its strategic goals and compliance obligations. The Director will drive institution-wide collaboration with a range of university leaders to ensure service quality, compliance, and alignment with institutional goals.

Duties at this level will include:

- Directs, leads, and manages the work of managers across the Student Administration Division and across all campuses. Leads and motivates others to resolve conflicts, and confers with peers in other higher education organisations, to determine best practice approaches in program/service delivery.
- Drives digital improvement, as it relates to student systems, across the institution, in conjunction with Information Services and other stakeholders such as Marketing and Recruitment
- Is accountable for the delivery of high-quality student administration services across the institution and entire student lifecycle; inclusive of admissions, scholarships, academic services and student systems support.
- Provides high-level advice to the Deputy Vice-Chancellor (Academic) and other relevant senior colleagues, on policy and processes in area of work.
- Leads and drives improvements in policy, process and system configuration to support the student experience and student success.
- Operates as an executive leader within the Academic Portfolio, builds and sustains relationships with a network of key people internally and externally. Recognises shared agendas and works toward mutually beneficial outcome.
- Jointly accountable for strengthening student experience and transforming operational performance across the university, by bringing increased stability and efficiency to the course portfolio and associated processes.
- Responsible for driving collaboration with schools and the Office of the Provost to ensure timely, accurate, clear and effective student administration processes, enabling a positive student experience through transparent, compliant and accountable processes.
- Spearhead strategic initiatives to streamline operations, focusing on reducing academic and professional staff workload and enhancing staff satisfaction through transformative change.
- Take charge of identifying and prioritising areas to reduce academic involvement in administrative tasks, implementing robust strategies to streamline workflows and significantly reduce academic workload
- Jointly accountable for strengthening admissions processes and driving collaboration across the university, working with key stakeholders such as Marketing, to transform university-wide admissions processes
- Focusses on a multi-year strategic planning horizon of 3-5 years and actively contributes to the development of the University's Strategic Plan.
- Applies intellect and knowledge to weigh up complex information and identify critical factors and issues. Explores the options in full and makes sound decisions under pressure. Considers opportunities and anticipates risk, whilst striving for quality and ensures compliance with regulatory requirements.

- Operates effectively in an environment of ongoing change and uncertainty and maintains flexibility. Actively ensures stakeholders are kept informed during times of change.
- Responds flexibly to changing circumstances, deploys resources astutely and identifies optimum resourcing combinations. Creates a flexible environment that enables others to meet changing demands.
- Contribute to decision-making processes of the university through involvement in relevant committees and working parties as directed by the Deputy Vice-Chancellor, Academic and by providing discussion papers, policy documents and expert advice as required.
- Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.

Essential Criteria

Skills and knowledge required for the position

- Considered a recognised expert in their field at a national level, with a depth and breadth of experience within the Australian higher education sector.
- Demonstrable ability to direct, lead and influence the work of across multiple levels of leadership. Extensive knowledge and extensive experience in the Australian University sector, or a breadth of professional experience in industry; desirably with relevant senior management experience, preferably with knowledge of Student Administration in Higher Education.
- Extensive knowledge of and experience in implementing data informed and customer focussed solutions for information management and customer service.
- Exemplary leadership ability to communicate the University's vision and strategic direction, establish a performance orientated culture and drive accountability.
- Demonstrated ability to build and apply expertise through developing and pursuing challenging goals and directing resources to deliver successful outcomes, particularly in a changed and uncertain environment.
- Demonstrated ability to engage effectively and persuasively with senior colleagues through an ability to interact collegiately and negotiate effectively with a wide range of University stakeholders.
- Proven experience and success in managing staff performance and development.
- Exemplary leadership ability to communicate the University's vision and strategic direction, establish a performance orientated culture and drive accountability.
- Demonstrated experience in policy development and implementation, with an ability to enhance the standing of the University both locally and internationally.
- A deep and current understanding of the higher education landscape and regulatory environment, including legislative and compliance requirements and emerging trends in student experience support and administration services

Capabilities required to be successful in the position

- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and accurately reading and responding to organisational, political and social dynamics.
- Ability to collaborate effectively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy culture to successfully navigate change – implementing recommended improvements to organisational practice.

- Ability to operationalise strategy, adapt quickly to disruption and successfully lead people through change – building a culture in which staff members actively contribute to the improvement of organisational practice.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

**WE ARE
CONNECTED**



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

**WE ARE
INNOVATIVE**



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

**WE ARE
ACCOUNTABLE**



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

**WE
CARE**



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials: Date: